

Enterprise Incident Report July 2012

As of 8/1/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	17 2	0 0	17 2
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Janice Folsom	0 0	2 0	0 0	2 0
		Robert Love	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
	Tracy VanderVaart		0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	5	0	5
			0	0	0	0
	Application Support - CUBS	Rick Kowalczyk	0	2	1	3
			0	0	0	0
	Assigned to Individual Total		0	2	1	3
			0	0	0	0
	Application Support - Data Warehouse	Drew Maxfield	0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	1	0	1
			0	0	0	0
	Application Support - DBA	Douglas Larsen	0	2	0	2
			0	1	0	1
	Assigned to Individual Total		0	2	0	2
			0	1	0	1
	Application Support - EFIND	Anhkim Le	2	7	0	9
			0	0	0	0
	Assigned to Individual Total		2	7	0	9
			0	0	0	0
	Application Support - EREP Data Processing	Brett Palmer	0	3	0	3
			0	1	0	1
	David Moffitt		0	2	0	2
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP Data Processing	None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	1	0	1
	Application Support - EREP Systems	Brett Palmer	0	9	0	9
			0	0	0	0
		David Moffitt	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	0	0	0
	Application Support - MyCase	Ilya Oyzerskiy	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Application Support - UI Web	None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	4	0	4
			0	0	0	0
		Jeff Pryor	0	1	0	1
			0	0	0	0
		Shane Otvos	0	39	1	40
			0	1	0	1
		Assigned to Individual Total	0	44	1	45
			0	1	0	1
	Application Support - Web Dev	Christopher Schalk	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Doug Law	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Jed Johnson	0 0	1 1	0 0	1 1
		Ken Wheeler	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Help Desk	Brenda Treadway	0 0	4 4	0 0	4 4
		Eileen Dubach	0 0	1 1	1 1	2 2
		Fred Schmidt	1 0	3 0	0 0	4 0
		James Stearns	0 0	7 7	0 0	7 7
		Julie VanBeekum	0 0	13 13	0 0	13 13
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 5	0 0	5 5

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			High	Low	Medium	FCR Total
Workforce Services	Help Desk	Assigned to Individual Total	1	34	1	36
			0	30	1	31
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	1	0	1
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	3	0	3
		James Kammeyer	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	21	0	21
			0	1	0	1
		Michael Barth	0	35	0	35
			0	0	0	0
		Mike Beynon	0	4	0	4
			0	0	0	0
		Nancy Hachmeister	0	1	0	1
			0	0	0	0
		Robert Wall	0	4	0	4
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Tracy VanderVaart	0	33	0	33
			0	1	0	1

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147
			0	6	0	6
	Metro A Help Desk	Ed Conrad	0	213	0	213
			0	158	0	158
		Edward Fortner	0	68	0	68
			0	35	0	35
		Liz Evans	0	59	0	59
			0	51	0	51
		None	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	346	0	346
			0	244	0	244
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
	Metro A Hosting	Thomas P Jones	1	3	1	5
			0	0	0	0
		Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	1	12	1	14
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	3	0	3
			0	1	0	1
	Metro B Desktop Support	Jay Locker	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	23 2	0 0	23 2
	Metro B Help Desk	Val Shepherd	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Metro C Help Desk	Reed Stohel	0 0	2 2	0 0	2 2
		Ross Owen	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	6 5	0 0	6 5
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	5 0	0 0	5 0
		Robert Ryan	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	14 0	2 0	16 0
	Operations Production Control	Cal Brinton	0 0	7 5	0 0	7 5
		Christie Burnham	2 2	160 154	0 0	162 156
		Duane Hardy	0 0	22 19	0 0	22 19
		Assigned to Individual Total	2 2	189 178	0 0	191 180
	Rural Central Desktop Support	Jay Barfuss	0 0	5 3	0 0	5 3
		Jeremy Standifird	0 0	10 1	0 0	10 1
		Jessica Purcell	0 0	2 2	0 0	2 2
		Paul Petersen	0 0	3 1	0 0	3 1
		Rod Montoya	0 0	29 28	0 0	29 28
		Ron LeBaron	0 0	4 1	0 0	4 1

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			High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	54	0	54
			0	37	0	37
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	3	0	3
			0	3	0	3
		Kelly Warren	0	2	0	2
			0	1	0	1
		Kim Ratushniak	0	13	0	13
			0	13	0	13
		Neil Smedley	0	9	0	9
			0	3	0	3
		Rodney Peterson	0	18	0	18
			0	9	0	9
		Ruston McKay	0	18	0	18
			0	18	0	18
		Ryan Casey	0	8	0	8
			0	1	0	1
		Wayne Higgs	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	0	81	0	81
			0	49	0	49
	Rural South Desktop Support	Cole Gifford	0	1	0	1
			0	0	0	0
		Doug Chaston	0	3	0	3
			0	2	0	2

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0	1	0	1
			0	1	0	1
		Joel Finlinson	0	3	0	3
			0	2	0	2
		Lance Nay	0	17	0	17
			0	17	0	17
	Strategic Communications	Meladye Shively	0	2	0	2
			0	1	0	1
		Scott Jesienouski	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	28	0	28
			0	23	0	23
	Technical Application Help Desk	Dennis Rogers	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
		Debbie Campbell	0	2	0	2
			0	0	0	0
		Jaynee Kimber	0	2	0	2
			0	2	0	2
		Jeff Dart	0	2	0	2
			0	0	0	0
		Lori Newren	0	43	0	43
			0	39	0	39
		Melinda Indo	0	26	0	26
			0	25	0	25
		Michelle Meyer	0	13	0	13
			0	0	0	0

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0	88	0	88
			0	66	0	66
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	15	0	15
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Leon Owen	0	4	0	4
			0	0	0	0
		Romanza Hamblin Sorensen	1	25	0	26
			0	9	0	9
		Assigned to Individual Total	1	48	0	49
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mike Johnson	0	2	0	2
			0	0	0	0
		Mitch Hood	0	1	0	1
			0	0	0	0
		Spencer Blodgett	0	4	0	4
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	00	90	00	90
	Assigned Group Total		72	1,197662	61	1,210665
	Customer Company Total		72	1,197662	61	1,210665

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	7 1	0 0	7 1
		Assigned to Individual Total	0 0	17 1	0 0	17 1
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Janice Folsom	0 0	2 0	0 0	2 0
		Robert Love	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0	3 0	0 0	3 0
		Randall Ottesen	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support - CUBS	Rick Kowalczyk	0 0	2 1	1 0	3 1
		Assigned to Individual Total	0 0	2 1	1 0	3 1
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - DBA	Douglas Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EFIND	Anhkim Le	2 2	7 3	0 0	9 5
		Assigned to Individual Total	2 2	7 3	0 0	9 5
	Application Support - EREP Data Processing	Brett Palmer	0 0	3 0	0 0	3 0
		David Moffitt	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - EREP Systems	Brett Palmer	0 0	9 7	0 0	9 7
		David Moffitt	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 7	0 0	11 7
	Application Support - MyCase	Ilya Oyzerskiy	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Application Support - UI Web	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	4 0	0 0	4 0
		Jeff Pryor	0 0	1 0	0 0	1 0
		Shane Otvos	0 0	39 17	1 0	40 17
		Assigned to Individual Total	0 0	44 17	1 0	45 17
	Application Support - Web Dev	Christopher Schalk	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	1 0	1 1	2 1
		Fred Schmidt	1 1	3 2	0 0	4 3
		James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	13 0	0 0	13 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0

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			High	Low	Medium	MIR Total
Workforce Services	Help Desk	Assigned to Individual Total	1	34	1	36
			1	2	1	4
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	0	0	0
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	0	0	0
		James Kammeyer	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	21	0	21
			0	0	0	0
		Michael Barth	0	35	0	35
			0	0	0	0
		Mike Beynon	0	4	0	4
			0	0	0	0
		Nancy Hachmeister	0	1	0	1
			0	0	0	0
		Robert Wall	0	4	0	4
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Tracy VanderVaart	0	33	0	33
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	213	0	213
			0	1	0	1
		Edward Fortner	0	68	0	68
			0	0	0	0
		Liz Evans	0	59	0	59
			0	0	0	0
		None	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	346	0	346
			0	1	0	1
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Thomas P Jones	1	3	1	5
			1	1	0	2
		Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	1	12	1	14
			1	1	0	2

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			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Metro B Help Desk	Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	5 1	0 0	5 1
		Robert Ryan	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	14 1	2 0	16 1
	Operations Production Control	Cal Brinton	0 0	7 0	0 0	7 0
		Christie Burnham	2 0	160 0	0 0	162 0
		Duane Hardy	0 0	22 0	0 0	22 0
		Assigned to Individual Total	2 0	189 0	0 0	191 0
	Rural Central Desktop Support	Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	3 0	0 0	3 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	4 1	0 0	4 1

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			High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	54 1	0 0	54 1
	Rural North Desktop Support	Dane Smith	0 0	5 0	0 0	5 0
		Don Higgs	0 0	3 0	0 0	3 0
		Kelly Warren	0 0	2 1	0 0	2 1
		Kim Ratushniak	0 0	13 0	0 0	13 0
		Neil Smedley	0 0	9 0	0 0	9 0
		Rodney Peterson	0 0	18 0	0 0	18 0
		Ruston McKay	0 0	18 0	0 0	18 0
		Ryan Casey	0 0	8 0	0 0	8 0
		Wayne Higgs	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	81 1	0 0	81 1
	Rural South Desktop Support	Cole Gifford	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	17 0	0 0	17 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	28 0	0 0	28 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Debbie Campbell	0 0	2 0	0 0	2 0
		Jaynee Kimber	0 0	2 0	0 0	2 0
		Jeff Dart	0 0	2 1	0 0	2 1
		Lori Newren	0 0	43 0	0 0	43 0
		Melinda Indo	0 0	26 1	0 0	26 1
		Michelle Meyer	0 0	13 3	0 0	13 3

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			High	Low	Medium	MIR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0	88	0	88
			0	5	0	5
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	15	0	15
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Leon Owen	0	4	0	4
			0	0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	1	25	0	26
			0	0	0	0
		Assigned to Individual Total	1	48	0	49
			0	0	0	0
		Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mike Johnson	0	2	0	2
			0	0	0	0
		Mitch Hood	0	1	0	1
			0	0	0	0
		Spencer Blodgett	0	4	0	4
			0	0	0	0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	9 0	0 0	9 0
	Assigned Group Total		7 4	1,197 44	6 1	1,210 49
Customer Company Total			7 4	1,197 44	6 1	1,210 49

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Dustin Crump	0 0.00	5 0.13	0 0.00	5 0.13
		Martin Gonzalez	0 0.00	2 0.65	0 0.00	2 0.65
		Paul Lundell	0 0.00	1 0.66	0 0.00	1 0.66
		Terry Forsgren	0 0.00	2 0.13	0 0.00	2 0.13
		Tony Larsen	0 0.00	7 0.46	0 0.00	7 0.46
		Assigned to Individual Total	0 0.00	17 0.36	0 0.00	17 0.36
	Application Support - APEX	Dave Clark	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - CATS IV	Janice Folsom	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Love	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0.00	3 0.04	0 0.00	3 0.04
		Randall Ottesen	0 0.00	1 0.27	0 0.00	1 0.27
		Tracy VanderVaart	0 0.00	1 0.01	0 0.00	1 0.01
		Assigned to Individual Total	0 0.00	5 0.08	0 0.00	5 0.08
	Application Support - CUBS	Rick Kowalczyk	0 0.00	2 1.37	1 0.00	3 0.91
		Assigned to Individual Total	0 0.00	2 1.37	1 0.00	3 0.91
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	1 0.56	0 0.00	1 0.56
	Application Support - DBA	Douglas Larsen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - EFIND	Anhkim Le	2 1.01	7 3.37	0 0.00	9 2.85
		Assigned to Individual Total	2 1.01	7 3.37	0 0.00	9 2.85
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	3 0.06	0 0.00	3 0.06
		David Moffitt	0 0.00	2 0.00	0 0.00	2 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	7 0.03	0 0.00	7 0.03
	Application Support - EREP Systems	Brett Palmer	0 0.00	9 77.95	0 0.00	9 77.95
		David Moffitt	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	11 63.78	0 0.00	11 63.78
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 1.35	0 0.00	5 1.35
		Assigned to Individual Total	0 0.00	5 1.35	0 0.00	5 1.35
	Application Support - UI Web	None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	4 0.41	0 0.00	4 0.41
		Jeff Pryor	0 0.00	1 0.07	0 0.00	1 0.07
		Shane Otvos	0 0.00	39 1.09	1 0.18	40 1.07
		Assigned to Individual Total	0 0.00	44 1.01	1 0.18	45 0.99
	Application Support - Web Dev	Christopher Schalk	0 0.00	1 0.10	0 0.00	1 0.10

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	2 0.14	0 0.00	2 0.14
	Capitol Hosting	Doug Law	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Enterprise Security	Jed Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Ken Wheeler	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Help Desk	Brenda Treadway	0 0.00	4 0.00	0 0.00	4 0.00
		Eileen Dubach	0 0.00	1 0.00	1 452.82	2 226.41
		Fred Schmidt	1 2,282.40	3 340.83	0 0.00	4 826.23
		James Stearns	0 0.00	7 0.01	0 0.00	7 0.01
		Julie VanBeekum	0 0.00	13 0.05	0 0.00	13 0.05
		Sarah Johnson	0 0.00	1 0.49	0 0.00	1 0.49
		Vicky Marrelli	0 0.00	5 0.05	0 0.00	5 0.05

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Assigned to Individual Total	1 2,282.40	34 30.11	1 452.82	36 104.42
	Mainframe Systems Support	Greg Shoop	0 0.00	2 0.52	0 0.00	2 0.52
		Assigned to Individual Total	0 0.00	2 0.52	0 0.00	2 0.52
	Metro A Desktop Support	Adam Staks	0 0.00	28 0.12	0 0.00	28 0.12
		Burton Brown	0 0.00	2 0.11	0 0.00	2 0.11
		Eric Sedgwick	0 0.00	16 0.07	0 0.00	16 0.07
		James Kammeyer	0 0.00	1 0.00	0 0.00	1 0.00
		Kraig Ellis	0 0.00	21 0.14	0 0.00	21 0.14
		Michael Barth	0 0.00	35 0.05	0 0.00	35 0.05
		Mike Beynon	0 0.00	4 0.03	0 0.00	4 0.03
		Nancy Hachmeister	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Wall	0 0.00	4 0.02	0 0.00	4 0.02
		Rodney Austin	0 0.00	2 0.00	0 0.00	2 0.00
		Tracy VanderVaart	0 0.00	33 0.07	0 0.00	33 0.07

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	147 0.08	0 0.00	147 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	213 0.14	0 0.00	213 0.14
		Edward Fortner	0 0.00	68 0.08	0 0.00	68 0.08
		Liz Evans	0 0.00	59 0.02	0 0.00	59 0.02
		None	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	346 0.11	0 0.00	346 0.11
	Metro A Hosting	Chris Kunde	0 0.00	1 0.00	0 0.00	1 0.00
		Keith Scholl	0 0.00	3 0.00	0 0.00	3 0.00
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Thomas P Jones	1 1.25	3 0.67	1 0.00	5 0.65
		Tom Carney	0 0.00	4 0.18	0 0.00	4 0.18
		Assigned to Individual Total	1 1.25	12 0.23	1 0.00	14 0.28
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.00	0 0.00	3 0.00
		Jay Locker	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.05	0 0.00	2 0.05
		Peter Musser	0 0.00	6 0.06	0 0.00	6 0.06
		Sean Chadbourne	0 0.00	5 0.38	0 0.00	5 0.38
		Stephanie Young	0 0.00	3 0.17	0 0.00	3 0.17
		Tyler Pearce	0 0.00	3 0.17	0 0.00	3 0.17
		Assigned to Individual Total	0 0.00	23 0.15	0 0.00	23 0.15
	Metro B Help Desk	Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	6 0.06	0 0.00	6 0.06
	Network Operations	Brian Chatwin	0 0.00	2 0.00	1 0.26	3 0.09
		Cory Greenwell	0 0.00	2 0.14	0 0.00	2 0.14
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Ostrander	0 0.00	5 0.32	0 0.00	5 0.32
		Robert Ryan	0 0.00	3 0.00	1 0.00	4 0.00
		Assigned to Individual Total	0 0.00	14 0.13	2 0.13	16 0.13
	Operations Production Control	Cal Brinton	0 0.00	7 0.00	0 0.00	7 0.00
		Christie Burnham	2 0.00	160 0.00	0 0.00	162 0.00
		Duane Hardy	0 0.00	22 0.04	0 0.00	22 0.04
		Assigned to Individual Total	2 0.00	189 0.01	0 0.00	191 0.01
	Rural Central Desktop Support	Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 0.02	0 0.00	10 0.02
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	3 0.12	0 0.00	3 0.12
		Rod Montoya	0 0.00	29 0.00	0 0.00	29 0.00
		Ron LeBaron	0 0.00	4 1.55	0 0.00	4 1.55

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	54 0.13	0 0.00	54 0.13
	Rural North Desktop Support	Dane Smith	0 0.00	5 0.15	0 0.00	5 0.15
		Don Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Kelly Warren	0 0.00	2 1.29	0 0.00	2 1.29
		Kim Ratushniak	0 0.00	13 0.00	0 0.00	13 0.00
		Neil Smedley	0 0.00	9 0.07	0 0.00	9 0.07
		Rodney Peterson	0 0.00	18 0.04	0 0.00	18 0.04
		Ruston McKay	0 0.00	18 0.05	0 0.00	18 0.05
		Ryan Casey	0 0.00	8 0.15	0 0.00	8 0.15
		Wayne Higgs	0 0.00	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	0 0.00	81 0.09	0 0.00	81 0.09
	Rural South Desktop Support	Cole Gifford	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Chaston	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	3 0.01	0 0.00	3 0.01
		Lance Nay	0 0.00	17 0.00	0 0.00	17 0.00
		Meladye Shively	0 0.00	2 0.00	0 0.00	2 0.00
		Scott Jesienouski	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	28 0.00	0 0.00	28 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	1 0.35	0 0.00	1 0.35
	Technical Application Help Desk	Debbie Campbell	0 0.00	2 0.21	0 0.00	2 0.21
		Jaynee Kimber	0 0.00	2 0.00	0 0.00	2 0.00
		Jeff Dart	0 0.00	2 1.03	0 0.00	2 1.03
		Lori Newren	0 0.00	43 0.04	0 0.00	43 0.04
		Melinda Indo	0 0.00	26 0.07	0 0.00	26 0.07
		Michelle Meyer	0 0.00	13 0.61	0 0.00	13 0.61

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0 0.00	88 0.16	0 0.00	88 0.16
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	15 0.23	0 0.00	15 0.23
		Julie Sabato	0 0.00	2 0.00	0 0.00	2 0.00
		Kelly Johnson	0 0.00	2 0.24	0 0.00	2 0.24
		Leon Owen	0 0.00	4 0.13	0 0.00	4 0.13
		Romanza Hamblin Sorensen	1 0.32	25 0.23	0 0.00	26 0.23
		Assigned to Individual Total	1 0.32	48 0.21	0 0.00	49 0.21
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.26	0 0.00	1 0.26
		Greg Blessing	0 0.00	1 0.05	0 0.00	1 0.05
		Mike Johnson	0 0.00	2 0.10	0 0.00	2 0.10
		Mitch Hood	0 0.00	1 0.86	0 0.00	1 0.86
		Spencer Blodgett	0 0.00	4 0.41	0 0.00	4 0.41

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	9 0.33	0 0.00	9 0.33
	Assigned Group Total		7 326.57	1,197 1.60	6 75.54	1,210 3.84
Customer Company Total			7 326.57	1,197 1.60	6 75.54	1,210 3.84

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 1	0 0	2 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	17 1	0 0	17 1
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Janice Folsom	0 0	2 2	0 0	2 2
		Robert Love	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0	3 0	0 0	3 0
		Randall Ottesen	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support - CUBS	Rick Kowalczyk	0 0	2 1	1 0	3 1
		Assigned to Individual Total	0 0	2 1	1 0	3 1
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - DBA	Douglas Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - EFIND	Anhkim Le	2 0	7 2	0 0	9 2
		Assigned to Individual Total	2 0	7 2	0 0	9 2
	Application Support - EREP Data Processing	Brett Palmer	0 0	3 0	0 0	3 0
		David Moffitt	0 0	2 0	0 0	2 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - EREP Systems	Brett Palmer	0 0	9 6	0 0	9 6
		David Moffitt	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 6	0 0	11 6
	Application Support - MyCase	Ilya Oyzerskiy	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support - UI Web	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	4 0	0 0	4 0
		Jeff Pryor	0 0	1 1	0 0	1 1
		Shane Otvos	0 0	39 4	1 0	40 4
		Assigned to Individual Total	0 0	44 5	1 0	45 5
	Application Support - Web Dev	Christopher Schalk	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	1 0	1 1	2 1
		Fred Schmidt	1 1	3 2	0 0	4 3
		James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	13 0	0 0	13 0
		Sarah Johnson	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	5 0	0 0	5 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Help Desk	Assigned to Individual Total	1	34	1	36
			1	3	1	5
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	0	0	0
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	0	0	0
		James Kammeyer	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	21	0	21
			0	0	0	0
		Michael Barth	0	35	0	35
			0	0	0	0
		Mike Beynon	0	4	0	4
			0	0	0	0
		Nancy Hachmeister	0	1	0	1
			0	0	0	0
		Robert Wall	0	4	0	4
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Tracy VanderVaart	0	33	0	33
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	213	0	213
			0	1	0	1
		Edward Fortner	0	68	0	68
			0	0	0	0
		Liz Evans	0	59	0	59
			0	0	0	0
		None	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	346	0	346
			0	1	0	1
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	1	0	1
		Keith Scholl	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Thomas P Jones	1	3	1	5
			0	0	0	0
		Tom Carney	0	4	0	4
			0	1	0	1
		Assigned to Individual Total	1	12	1	14
			0	2	0	2

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Metro B Help Desk	Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 1	0 0	1 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	5 0	0 0	5 0
		Robert Ryan	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	14 1	2 0	16 1
	Operations Production Control	Cal Brinton	0 0	7 0	0 0	7 0
		Christie Burnham	2 0	160 0	0 0	162 0
		Duane Hardy	0 0	22 0	0 0	22 0
		Assigned to Individual Total	2 0	189 0	0 0	191 0
	Rural Central Desktop Support	Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 2	0 0	10 2
		Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	3 0	0 0	3 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	4 1	0 0	4 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	54 3	0 0	54 3
	Rural North Desktop Support	Dane Smith	0 0	5 1	0 0	5 1
		Don Higgs	0 0	3 0	0 0	3 0
		Kelly Warren	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	13 1	0 0	13 1
		Neil Smedley	0 0	9 0	0 0	9 0
		Rodney Peterson	0 0	18 0	0 0	18 0
		Ruston McKay	0 0	18 0	0 0	18 0
		Ryan Casey	0 0	8 0	0 0	8 0
		Wayne Higgs	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	81 2	0 0	81 2
	Rural South Desktop Support	Cole Gifford	0 0	1 1	0 0	1 1
		Doug Chaston	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	17 0	0 0	17 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	28 1	0 0	28 1
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Debbie Campbell	0 0	2 0	0 0	2 0
		Jaynee Kimber	0 0	2 0	0 0	2 0
		Jeff Dart	0 0	2 0	0 0	2 0
		Lori Newren	0 0	43 0	0 0	43 0
		Melinda Indo	0 0	26 0	0 0	26 0
		Michelle Meyer	0 0	13 0	0 0	13 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0 0	88 0	0 0	88 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	15 0	0 0	15 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	1 0	25 0	0 0	26 0
		Assigned to Individual Total	1 0	48 0	0 0	49 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Mitch Hood	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	9 0	0 0	9 0
	Assigned Group Total		7 1	1,197 33	6 1	1,210 35
Customer Company Total			7 1	1,197 33	6 1	1,210 35

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Dustin Crump	0 0.00	5 1.55	0 0.00	5 1.55
		Martin Gonzalez	0 0.00	2 4.95	0 0.00	2 4.95
		Paul Lundell	0 0.00	1 0.80	0 0.00	1 0.80
		Terry Forsgren	0 0.00	2 0.89	0 0.00	2 0.89
		Tony Larsen	0 0.00	7 0.68	0 0.00	7 0.68
		Assigned to Individual Total	0 0.00	17 1.47	0 0.00	17 1.47
	Application Support - APEX	Dave Clark	0 0.00	1 1.38	0 0.00	1 1.38
		Assigned to Individual Total	0 0.00	1 1.38	0 0.00	1 1.38
	Application Support - CATS IV	Janice Folsom	0 0.00	2 15.53	0 0.00	2 15.53
		Robert Love	0 0.00	1 6.09	0 0.00	1 6.09
		Assigned to Individual Total	0 0.00	3 12.38	0 0.00	3 12.38

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0.00	3 0.74	0 0.00	3 0.74
		Randall Ottesen	0 0.00	1 0.27	0 0.00	1 0.27
		Tracy VanderVaart	0 0.00	1 0.01	0 0.00	1 0.01
		Assigned to Individual Total	0 0.00	5 0.50	0 0.00	5 0.50
	Application Support - CUBS	Rick Kowalczyk	0 0.00	2 12.04	1 0.94	3 8.34
		Assigned to Individual Total	0 0.00	2 12.04	1 0.94	3 8.34
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	1 0.56	0 0.00	1 0.56
	Application Support - DBA	Douglas Larsen	0 0.00	2 371.59	0 0.00	2 371.59
		Assigned to Individual Total	0 0.00	2 371.59	0 0.00	2 371.59
	Application Support - EFIND	Anhkim Le	2 0.60	7 299.41	0 0.00	9 179.89
		Assigned to Individual Total	2 0.60	7 299.41	0 0.00	9 179.89
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	3 2.91	0 0.00	3 2.91
		David Moffitt	0 0.00	2	0 0.00	2

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	7 2.91	0 0.00	7 2.91
	Application Support - EREP Systems	Brett Palmer	0 0.00	9 87.70	0 0.00	9 87.70
		David Moffitt	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	11 87.70	0 0.00	11 87.70
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 4.15	0 0.00	5 4.15
		Assigned to Individual Total	0 0.00	5 4.15	0 0.00	5 4.15
	Application Support - UI Web	None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Application Support - UWORKS	Eric Strong	0 0.00	4 1.64	0 0.00	4 1.64
		Jeff Pryor	0 0.00	1 7.08	0 0.00	1 7.08
		Shane Otvos	0 0.00	39 2.84	1 0.30	40 2.78
		Assigned to Individual Total	0 0.00	44 2.83	1 0.30	45 2.77
	Application Support - Web Dev	Christopher Schalk	0 0.00	1 5.94	0 0.00	1 5.94

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 1.02	0 0.00	1 1.02
		Assigned to Individual Total	0 0.00	2 3.48	0 0.00	2 3.48
	Capitol Hosting	Doug Law	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total	0 0.00	1 1.33	0 0.00	1 1.33
	Enterprise Security	Jed Johnson	0 0.00	1 0.56	0 0.00	1 0.56
		Ken Wheeler	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	2 0.56	0 0.00	2 0.56
	Help Desk	Brenda Treadway	0 0.00	4 0.00	0 0.00	4 0.00
		Eileen Dubach	0 0.00	1	1 452.82	2 452.82
		Fred Schmidt	1 2,282.40	3 511.25	0 0.00	4 1,101.63
		James Stearns	0 0.00	7 0.01	0 0.00	7 0.01
		Julie VanBeekum	0 0.00	13 0.12	0 0.00	13 0.12
		Sarah Johnson	0 0.00	1 7.38	0 0.00	1 7.38
		Vicky Marrelli	0 0.00	5 0.18	0 0.00	5 0.18

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Assigned to Individual Total	1 2,282.40	34 32.26	1 452.82	36 110.81
	Mainframe Systems Support	Greg Shoop	0 0.00	2 3.31	0 0.00	2 3.31
		Assigned to Individual Total	0 0.00	2 3.31	0 0.00	2 3.31
	Metro A Desktop Support	Adam Staks	0 0.00	28 0.76	0 0.00	28 0.76
		Burton Brown	0 0.00	2 0.24	0 0.00	2 0.24
		Eric Sedgwick	0 0.00	16 0.08	0 0.00	16 0.08
		James Kammeyer	0 0.00	1 0.25	0 0.00	1 0.25
		Kraig Ellis	0 0.00	21 0.65	0 0.00	21 0.65
		Michael Barth	0 0.00	35 1.52	0 0.00	35 1.52
		Mike Beynon	0 0.00	4 0.05	0 0.00	4 0.05
		Nancy Hachmeister	0 0.00	1 0.02	0 0.00	1 0.02
		Robert Wall	0 0.00	4 0.58	0 0.00	4 0.58
		Rodney Austin	0 0.00	2 0.10	0 0.00	2 0.10
		Tracy VanderVaart	0 0.00	33 0.19	0 0.00	33 0.19

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	147 0.68	0 0.00	147 0.68
	Metro A Help Desk	Ed Conrad	0 0.00	213 0.32	0 0.00	213 0.32
		Edward Fortner	0 0.00	68 0.30	0 0.00	68 0.30
		Liz Evans	0 0.00	59 0.08	0 0.00	59 0.08
		None	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	346 0.27	0 0.00	346 0.27
	Metro A Hosting	Chris Kunde	0 0.00	1 26.26	0 0.00	1 26.26
		Keith Scholl	0 0.00	3 0.51	0 0.00	3 0.51
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Thomas P Jones	1 1.94	3 1.04	1 1.06	5 1.22
		Tom Carney	0 0.00	4 3.00	0 0.00	4 3.00
		Assigned to Individual Total	1 1.94	12 3.90	1 1.06	14 3.53
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 1.74	0 0.00	3 1.74
		Jay Locker	0 0.00	1 0.38	0 0.00	1 0.38

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.54	0 0.00	2 0.54
		Peter Musser	0 0.00	6 0.42	0 0.00	6 0.42
		Sean Chadbourne	0 0.00	5 1.49	0 0.00	5 1.49
		Stephanie Young	0 0.00	3 0.48	0 0.00	3 0.48
		Tyler Pearce	0 0.00	3 0.47	0 0.00	3 0.47
		Assigned to Individual Total	0 0.00	23 0.85	0 0.00	23 0.85
	Metro B Help Desk	Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	4 0.49	0 0.00	4 0.49
		Assigned to Individual Total	0 0.00	6 0.30	0 0.00	6 0.30
	Network Operations	Brian Chatwin	0 0.00	2 2.24	1 0.30	3 1.27
		Cory Greenwell	0 0.00	2 1.23	0 0.00	2 1.23
		Dave Bodily	0 0.00	1 7.17	0 0.00	1 7.17

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 5.30	0 0.00	1 5.30
		Michael Ostrander	0 0.00	5 1.09	0 0.00	5 1.09
		Robert Ryan	0 0.00	3 1.15	1	4 1.15
		Assigned to Individual Total	0 0.00	14 2.01	2 0.30	16 1.88
	Operations Production Control	Cal Brinton	0 0.00	7 0.04	0 0.00	7 0.04
		Christie Burnham	2 0.00	160 0.01	0 0.00	162 0.01
		Duane Hardy	0 0.00	22 0.08	0 0.00	22 0.08
		Assigned to Individual Total	2 0.00	189 0.02	0 0.00	191 0.02
	Rural Central Desktop Support	Jay Barfuss	0 0.00	5 0.42	0 0.00	5 0.42
		Jeremy Standifird	0 0.00	10 3.49	0 0.00	10 3.49
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	3 2.25	0 0.00	3 2.25
		Rod Montoya	0 0.00	29 0.10	0 0.00	29 0.10
		Ron LeBaron	0 0.00	4 2.99	0 0.00	4 2.99

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	1 1.85	0 0.00	1 1.85
		Assigned to Individual Total	0 0.00	54 1.13	0 0.00	54 1.13
	Rural North Desktop Support	Dane Smith	0 0.00	5 1.82	0 0.00	5 1.82
		Don Higgs	0 0.00	3 1.63	0 0.00	3 1.63
		Kelly Warren	0 0.00	2 1.39	0 0.00	2 1.39
		Kim Ratuszniak	0 0.00	13 0.66	0 0.00	13 0.66
		Neil Smedley	0 0.00	9 0.32	0 0.00	9 0.32
		Rodney Peterson	0 0.00	18 0.39	0 0.00	18 0.39
		Ruston McKay	0 0.00	18 0.41	0 0.00	18 0.41
		Ryan Casey	0 0.00	8 0.90	0 0.00	8 0.90
		Wayne Higgs	0 0.00	5 0.39	0 0.00	5 0.39
		Assigned to Individual Total	0 0.00	81 0.64	0 0.00	81 0.64
	Rural South Desktop Support	Cole Gifford	0 0.00	1 10.97	0 0.00	1 10.97
		Doug Chaston	0 0.00	3 0.06	0 0.00	3 0.06

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	3 0.01	0 0.00	3 0.01
		Lance Nay	0 0.00	17 0.00	0 0.00	17 0.00
		Meladye Shively	0 0.00	2 1.77	0 0.00	2 1.77
		Scott Jesienouski	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	28 0.53	0 0.00	28 0.53
	Strategic Communications	Dennis Rogers	0 0.00	1 4.02	0 0.00	1 4.02
		Assigned to Individual Total	0 0.00	1 4.02	0 0.00	1 4.02
	Technical Application Help Desk	Debbie Campbell	0 0.00	2 0.46	0 0.00	2 0.46
		Jaynee Kimber	0 0.00	2 0.00	0 0.00	2 0.00
		Jeff Dart	0 0.00	2 1.03	0 0.00	2 1.03
		Lori Newren	0 0.00	43 0.14	0 0.00	43 0.14
		Melinda Indo	0 0.00	26 0.07	0 0.00	26 0.07
		Michelle Meyer	0 0.00	13 0.77	0 0.00	13 0.77

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0 0.00	88 0.24	0 0.00	88 0.24
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88
	Voice Operations	Gail Christiansen	0 0.00	15 1.06	0 0.00	15 1.06
		Julie Sabato	0 0.00	2 0.24	0 0.00	2 0.24
		Kelly Johnson	0 0.00	2 0.26	0 0.00	2 0.26
		Leon Owen	0 0.00	4 0.82	0 0.00	4 0.82
		Romanza Hamblin Sorensen	1 0.47	25 0.90	0 0.00	26 0.88
		Assigned to Individual Total	1 0.47	48 0.89	0 0.00	49 0.88
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.26	0 0.00	1 0.26
		Greg Blessing	0 0.00	1 0.12	0 0.00	1 0.12
		Mike Johnson	0 0.00	2 1.65	0 0.00	2 1.65
		Mitch Hood	0 0.00	1 0.86	0 0.00	1 0.86
		Spencer Blodgett	0 0.00	4 0.51	0 0.00	4 0.51

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	9 0.73	0 0.00	9 0.73
	Assigned Group Total		7 326.57	1,197 3.36	6 91.08	1,210 5.76
Customer Company Total			7 326.57	1,197 3.36	6 91.08	1,210 5.76

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Workforce Services

Detail

INC000000461693	Kym Ney	Application	Error	eFIND/eSHARE		TIR Missed: Yes	8.31
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: Yes	882.94
INC000000463034	Maryana Valles	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000464892	Annette Schvaneveldt	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.65
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000486012	Holly Tanner	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	626.19
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: Yes	626.19
INC000000501945	Debbie Sheldon	Application	Error	DWS Web		TIR Missed: Yes	452.82
	Help Desk	Eileen Dubach	Workforce Services	Medium	Closed	TTR Missed: Yes	452.82
INC000000501989	Tori Henson	Application	Error	DWS Web		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	
INC000000502007	Lisa Zaugg	Application	Error	DWS Web		TIR Missed: No	0.00
	Application Support - UI Web	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000504615	Colleen Gearheart	Application	Error	None		TIR Missed: Yes	2282.40
	Help Desk	Fred Schmidt	Workforce Services	High	Resolved	TTR Missed: Yes	2282.40
INC000000507780	Barbara Garcia	None	None	None		TIR Missed: Yes	4.93
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	4.93
INC000000509169	Jeudi Chav	Application	Error	eFIND/eSHARE		TIR Missed: Yes	532.62
	Help Desk	Fred Schmidt	Workforce Services	Low	Resolved	TTR Missed: Yes	532.62
INC000000510442	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Application Support - DBA	Douglas Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	371.59
INC000000510448	Anna Larson	None	None	None		TIR Missed: No	0.00
	Application Support - DBA	Douglas Larsen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000513293	Lori Calvert	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	489.88
	Help Desk	Fred Schmidt	Workforce Services	Low	Resolved	TTR Missed: Yes	489.88
INC000000529669	Maritza Rojas-Erickson	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	30.95
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: Yes	30.95
INC000000529672	Keith Frank	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	
INC000000531555	Nicole Kerwood	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	9.82
	Application Support - EREP System	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: Yes	9.82

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Workforce Services

INC000000531556	Ryan Betts	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	
INC000000531561	Leigh Page	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	
INC000000531567	Iris Pruneda	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	9.70
	Application Support - EREP System	Brett Palmer	Workforce Services	Low Closed	TTR Missed: Yes	9.70
INC000000531569	Stacie A Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	9.68
	Application Support - EREP System	Brett Palmer	Workforce Services	Low Closed	TTR Missed: Yes	9.68
INC000000531570	Joanne Nunes	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	9.66
	Application Support - EREP System	Brett Palmer	Workforce Services	Low Closed	TTR Missed: Yes	9.66
INC000000532411	Cathy Bell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Help Desk	Fred Schmidt	Workforce Services	Low Resolved	TTR Missed: No	
INC000000536630	Deann Caussyn	PC/Laptop	Performance	None	TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000536707	Annamarie Collins	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.45
INC000000539660	Lisa Zaugg	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	1.33
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low Closed	TTR Missed: No	1.33
INC000000540104	Cassidy Carter	PC/Laptop	Performance	None	TIR Missed: No	0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000540116	Happi Hansen	None	None	None	TIR Missed: No	0.56
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low Closed	TTR Missed: No	0.56
INC000000540378	Jody Sillitoe	Telecom	Call/Receive	Telephone	TIR Missed: No	0.27
	Voice Operations	Leon Owen	Workforce Services	Low Closed	TTR Missed: No	1.80
INC000000540447	Eric Tanner	Network	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000540473	Tajana Fejic	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000540489	Karen Hess	None	None	None	TIR Missed: No	0.40
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000540760	Valerie Olsen	PC/Laptop	Password	None	TIR Missed: No	0.24
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	0.24
INC000000540805	Karen Thomas	EIS Hardware	None	None	TIR Missed: No	0.35
	Strategic Communications	Dennis Rogers	Workforce Services	Low Closed	TTR Missed: No	4.02

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INC000000540881	Jenny Kehr	PC/Laptop	Performance	None		TIR Missed: No	0.53
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	3.58
INC000000540907	Kristen Cox	Telecom	Feature	Telephone		TIR Missed: No	0.00
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000540974	Gail Boyd	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000541032	Valerie Olsen	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000541042	Angi Nielsen	None	None	None		TIR Missed: No	0.79
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000541420	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000541545	Heather Shuman	None	None	None		TIR Missed: No	0.39
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Closed	TTR Missed: Yes	21.73
INC000000541631	Debbie Sheldon	Software	Application	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000541672	Rod Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000541845	Rick Little	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000541856	Helen Hanson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541860	Elizabeth Carver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541861	John Bowers	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541874	Nichole Martin	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541875	Evan Loveless	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000541882	Marianne Turner	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541884	Jackie McAtee	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000541888	Glenda Swallow	None	None	None		TIR Missed: No	0.13
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000541892	Malida Stram	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541900	Ruby Blank	Telecom	IP	Telephone		TIR Missed: No	0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000541905	Giselle Jackson	None	None	None		TIR Missed: No	0.60
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.26
INC000000541926	Monty Peart	None	None	None		TIR Missed: Yes	1.01
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	0.19
INC000000541926	Monty Peart	None	None	None		TIR Missed: Yes	1.01
	Application Support - EFIND	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	1.01
INC000000541934	Lynnette McKee	None	None	None		TIR Missed: No	0.17
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000541938	Mariessa Turner	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000541942	Abrial Marroquin	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000541943	Joseph Oneil	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000541947	Deborah Servis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000541948	Elizabeth Fitzpatrick	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000541952	Holly Tanner	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000541954	Mary Roybal	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	
INC000000541956	Jan Chumbley-Gardner	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541957	Charles Owens	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541961	Deborah Servis	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.71

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INC000000541962	Dorothy Williams	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541963	Alex Zenner	PC/Laptop	Error	Utah Electronic Resource and E		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000541979	Doris Robinson	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000541991	Al Contreras	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000541995	Vilma Flores	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000541996	Sharla Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000542037	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542038	Kevin Goldthorpe	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542057	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542064	John Davenport	Telecom	None	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	2.98
INC000000542078	Janet Cole	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000542087	Violet Tellez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542088	Kerry A Cole	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542093	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000542098	Brent Newren	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542101	Brent Newren	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542103	Dave Brown	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.88

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INC000000542113	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542119	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542120	Happi Hansen	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542122	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542124	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542147	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542149	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542153	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542154	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542161	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542167	Heather M Williams	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542169	Lane London	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542176	Shasta Rebol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542179	Sam Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542198	Alan Dennis	Application	Reporting	Utah Master Directory		TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000542200	David Brand	None	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000542234	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542241	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542253	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542267	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542269	Colby Dalton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542271	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542287	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542289	Randy Simon	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542314	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542323	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542328	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542332	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542342	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542347	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542359	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542362	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542368	Michelle Wright	None	None	None		TIR Missed: Yes	1.57
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	1.57
INC000000542374	Susan Kirby	None	None	None		TIR Missed: No	0.52
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.52

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INC000000542383	Tracia Sullivan	Application	Error	Gmail		TIR Missed: No	0.82
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	3.54
INC000000542396	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542397	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542398	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542411	Michael Nixon	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000542413	Mark Erickson	None	None	None		TIR Missed: No	0.80
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000542438	Simone Ongoongotau	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542455	Richard Maners	Telecom	Feature	Telephone		TIR Missed: No	0.40
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000542465	Jackie Nielson	Application	Error	Utah Works		TIR Missed: No	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000542482	Chris Boyadjian	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542488	Debbie Lyberger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000542511	Mary Cavanaugh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542512	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542517	Ali Rasheed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000542522	Joyce Henline	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000542528	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542533	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542537	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542539	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542547	Karen Thomas	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	5.61
INC000000542566	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542588	Keri Myers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542636	Ali Rasheed	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000542644	Jeff Dart	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000542647	Tanya Smith	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542650	Deann Caussyn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000542676	Jackie Christensen	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542698	Stella L Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000542701	Deborah Servis	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000542716	Tracie Spears	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542745	Terrie Bouck	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542760	Jennifer Edwards	None	None	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Medium	Closed	TTR Missed: No	
INC000000542764	Scott Butterfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000542781	Tim Olson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12

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INC000000542783	Fran Cannard	Network	Error	None		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Workforce Services	Medium	Closed	TTR Missed: No	0.30
INC000000542786	Michele Cuburu	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000542789	Nikki Cox	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000542792	Gregory Whittaker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000542794	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	
INC000000542796	Sherrie St John	Application	None	Novell GroupWise		TIR Missed: No	0.42
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000542802	Candace Rockwell	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000542866	Kendrick Lafleur	Network	None	CapNet		TIR Missed: No	0.00
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000542872	Dave Lewis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542882	Crystal Neil	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.05
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000542887	Nancy Durrant	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542891	Debra McKee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000542914	Malida Stram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542932	Maryana Valles	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542943	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542950	Charles Amonett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542958	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542962	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542969	Greg Paras	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542978	Sherilyn Olsen	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542996	Kim Auberger	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542997	Jerry Norton	Network	Error	None		TIR Missed: No	0.00
Network Operations		Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	2.24
INC000000543012	Sherilyn Olsen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543016	Jenny Hansen	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.16
Technical Application Help Desk		Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000543017	Amira Mijic	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543022	Amira Mijic	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543035	Robert Kelley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543036	Kelly E Rees-Maw	Application	Error	Utah Works		TIR Missed: No	0.78
Application Support - UWORKS		Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000543050	Koral Vasquez	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural North Desktop Support		Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.91
INC000000543060	Brian C Cherry	None	None	None		TIR Missed: No	0.20
Application Support - UWORKS		Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000543062	Amber Stevens	None	None	None		TIR Missed: No	0.12
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000543064	Kerrie Jensen	Application	Error	None		TIR Missed: No	0.08
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000543072	Shelly Ivie	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543080	Whitney Roberts	None	None	None		TIR Missed: Yes	1.73
Technical Application Help Desk		Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	1.73

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INC000000543082	Tami Huntington	Telecom	Hardware	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000543092	Gregory Bates	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000543095	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543105	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543107	Susan Weaver-Levelt	None	None	None		TIR Missed: No	0.00
	Network Operations	Cory Greenwell	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000543110	Amber Stevens	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543114	Wendy Horne	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000543119	Joe Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543120	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543123	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543126	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543128	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543130	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543149	Alyssa Maciejewski	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543173	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543180	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543186	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000543187	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543196	Jenny Hansen	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.25
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000543198	David Chatterley	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000543209	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543211	Rod Jensen	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000543221	Kelly E Rees-Maw	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000543224	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543233	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543237	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543266	Suzan Pixton	Application	Error	Ipads		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543276	Kayleen Hansen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543291	Maria Torres	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543292	Susan Cottam	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543391	Dave Lewis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543394	Dave Lewis	Mobile Devices	None	Droid		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	1.38
INC000000543412	Brian C Cherry	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000543426	Stacy Eastman	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42

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INC000000543427	Miri Parker	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000543435	Matthew Jacobsen	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543442	Katie Trillo	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000543446	Galina Greer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543450	Malida Stram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543453	Todd Bauerle	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543459	David Allen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000543460	LeAnn Hatfield	Mobile Devices	Error	iPhone		TIR Missed: No	0.49
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	7.38
INC000000543474	Faye Hubbard	Telecom	None	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000543478	Jody McMillan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000543483	Nichole Pusey	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543495	Nate Palmer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000543500	Brian A Eldridge	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543501	Jonathan Simmons	Telecom	Voice Mail	None		TIR Missed: No	0.41
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000543504	David Moore	Network	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000543509	Matthew Goodman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543523	Lori Mair	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000543537	Cassidy Carter Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543541	Mike Asmussen Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.98 1.17
INC000000543548	Curtis Harmon Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543568	Bonnie Sterrett Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543575	Sam Williams Technical Application Help Desk	Application Lori Newren	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.01 0.70
INC000000543597	Lori Mair Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543604	Scott J Clark Voice Operations	Telecom Gail Christiansen	None Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.27 1.72
INC000000543616	Mitchell Kamens Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000543629	Marie Higgins Voice Operations	None Gail Christiansen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.53
INC000000543648	Gary Williams Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.20 1.49
INC000000543650	June Grattan Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543666	Judianne Collins Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543670	Kris Springer Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.38
INC000000543683	Sokhan York Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543690	Doug Miller Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.16 2.30
INC000000543718	Gregory Bates Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543741	Carissa Johnson Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000543751	Marie Higgins	Telecom	Call/Receive	Telephone		TIR Missed: No	0.22
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000543754	Darla Roberts	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000543771	Jeremy Henson	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543775	Teal Davis	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543777	Michelle Steele	None	None	None		TIR Missed: No	0.03
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000543778	Wendy Horne	None	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000543781	Glen Nickerson	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	
INC000000543783	Mark Sorenson	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	
INC000000543790	Michelle Steele	None	None	None		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	
INC000000543810	Denise Clegg	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000543817	Darijana Kovacevic	PC/Laptop	Error	None		TIR Missed: No	0.04
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000543828	Bradley Salmond	None	None	None		TIR Missed: No	0.66
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000543839	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543856	Melody Farnsworth	Application	Error	Utah Works		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543871	Mariessa Turner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543878	Heidi Lemon	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543899	David Chatterley	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000543902	Alexia Murphy	Application	Password	Content Manager	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000543935	Violet Tellez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000543944	Wendy Meyer	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000543971	Keith Heaton	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544026	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544043	Sonya Erickson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544045	Maugasola Tua	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544098	Jennifer Reynolds	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Closed	TTR Missed: No	0.38
INC000000544101	Lauryn Miller	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544119	Katie Hanway	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.14
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.70
INC000000544128	Jennifer Mendoza	None	None	None	TIR Missed: Yes	26.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: Yes	26.26
INC000000544135	Shirley Hilton	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544166	Lanore Cunningham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544171	Carol Conti	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544180	Matthew Jacobsen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544187	Cecilia Giron	None	None	None	TIR Missed: No	0.49
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	1.21
INC000000544201	EasterSeals EasterSeals	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.03

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INC000000544202	Dixie Baughman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544212	Lyndie Thornton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544215	Randy Hopkins	Mobile Devices	Error	iPhone		TIR Missed: No	0.37
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000544245	Debbie Lyberger	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.82
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.85
INC000000544258	Jamie Escobia	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544269	Mayra Gomez	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544274	Antonio Alconero	Telecom	None	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000544286	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544289	Sherida Hicks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544294	Matthew Jacobsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000544305	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544321	LeAnn Hatfield	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544327	Ted Barley	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544329	Katriina Adair	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544342	Malida Stram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544353	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000544363	Rebecca Banner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000544367	Linn Gentry	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.29
INC000000544376	Darrell Wilson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544381	Elizabeth Ross	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544392	Jill Black	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544399	Gaylene Pebley	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544504	Cathy Maynard	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544508	Doris Robinson	Application	Reporting	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544511	William Greer	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544531	Jackie Bryant	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000544540	Mandy Blauer	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low Closed	TTR Missed: No	2.06
INC000000544543	Andrea Hayes	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544544	Linn Gentry	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Jaynee Kimber	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544549	Mary Gehman-Smith	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544555	Stacy Eastman	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	1.96
INC000000544563	Galina Greer	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Resolved	TTR Missed: No	0.83
INC000000544566	Laurie Wittwer	None	None	None	TIR Missed: Yes	1.04
	Mainframe Systems Support	Greg Shoop	Workforce Services	Low Closed	TTR Missed: No	1.04
INC000000544569	Vivian Olson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	High Closed	TTR Missed: No	0.47

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INC000000544585	Leeann Herndon	Application	Password	Utah Electronic Resource and E	TIR Missed: No	0.00
	Technical Application Help Desk	Jayne Kimber	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544598	Jody McMillan	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000544603	Mary Zorn	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000544613	Andy Platt	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544618	Mary Sue McMillan-Wong	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low Resolved	TTR Missed: No	0.46
INC000000544624	David Monge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544634	Courtney Rushton	Application	Password	Content Manager	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544644	Thomas Petersen	None	None	None	TIR Missed: No	0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low Closed	TTR Missed: Yes	26.26
INC000000544652	Deo Sharma	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544655	Rod Jensen	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000544664	Janeal Dugmore	Application	Reporting	Utah Works	TIR Missed: No	0.27
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.42
INC000000544665	Sandra Evans	Application	None	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000544667	Alicia Rodgers	Application	Password	Content Manager	TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544676	Laurina Schouten	Application	Error	eFIND/eSHARE	TIR Missed: No	0.21
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.41
INC000000544678	Janet Gale	Application	Error	Novell Messenger	TIR Missed: No	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.19
INC000000544680	Traci Cahill	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000544705	Ellen Dixon	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.67

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INC000000544723	Jeudi Chav	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000544727	Bill Goodwin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000544731	Giselle Jackson	None	None	None		TIR Missed: No	0.93
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000544734	Sherry Bird	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.28
	Network Operations	Cory Greenwell	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000544754	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544759	Scott J Clark	Telecom	None	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000544762	Mandy Blauer	None	None	None		TIR Missed: No	0.86
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000544786	Gloria Archuletta	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.51
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000544795	Jenny Hansen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.18
	Application Support - EREP Data P	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000544797	Anna Bettis	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000544798	Stacy Eastman	None	None	None		TIR Missed: No	0.36
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000544800	William Campbell	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000544803	Jefferson McClellan	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000544804	Jocelyn Huish	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000544805	Victor Angeles	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP Data P	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	
INC000000544809	Joan Norton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000544813	Jeudi Chav	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19

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INC000000544860	Sepa Taula Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544879	Faye Hubbard Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544885	Sherry Bird Voice/Data/WAN Services	None Art Scott	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000544894	Cathy Bell Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544896	Cathy Bell Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544899	Betty Betham Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000544905	Kyle Preston Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000544952	Chris Reed Voice Operations	Telecom Gail Christiansen	None Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.28 2.48
INC000000544970	Shonie Barker Rural Central Desktop Support	PC/Laptop Ron LeBaron	Hardware Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000545037	Galina Greer Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545051	Chris Cook Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.11
INC000000545075	Mary Sue McMillan-Wong Voice/Data/WAN Services	None Spencer Blodgett	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000545129	Diane Zylks Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545182	Anthony Smith Voice Operations	Telecom Gail Christiansen	IP Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.30 0.31
INC000000545275	Harut Torosyan Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545322	Rosemary Burdette Application Support - Content Manag	Application Nate Olson	Error Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	0.00 2.01
INC000000545325	Nancy Galt Metro B Desktop Support	Application Mike Wilde	Error Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.90

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INC000000545334	Marie Higgins	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000545344	Jeana Bahr	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	6.78
INC000000545350	Tracy Schroeder	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000545359	Darla Roberts	Telecom	Call/Receive	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	3.95
INC000000545379	Jenny Clark	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545395	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000545398	Valorie Pacheco	Telecom	Dial Tone	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.89
INC000000545406	Kimberly Karren	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545413	Malida Stram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000545433	Neil Rollins	Telecom	None	None		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.35
INC000000545452	Shirley Meyers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000545459	Scott J Clark	Telecom	Call/Receive	Telephone		TIR Missed: No	0.38
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000545461	Jeana Whitlock	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.02
INC000000545485	Charles Amonett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545497	Lien Le	Application	Error	Utah Works		TIR Missed: No	0.13
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.18
INC000000545504	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000545512	Kaylee Ashdown	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	1.24

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INC000000545519	Sharrif Dajany	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000545524	Jeff Godfrey	None	None	None	TIR Missed: No	0.56
	Application Support - Data Warehouse	Drew Maxfield	Workforce Services	Low Closed	TTR Missed: No	0.56
INC000000545540	Andrea Hayes	None	None	None	TIR Missed: No	0.16
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000545556	Rod Jensen	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.51
INC000000545640	Connie Dumas	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000545645	Norman Nakamura	Network	Error	None	TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.63
INC000000545648	Samantha Teh	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000545654	Carrie Peterson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000545684	Karen Quackenbush	Network	None	None	TIR Missed: No	0.19
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	2.13
INC000000545687	Debbie Sheldon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000545693	Debbie Lyberger	PC/Laptop	Error	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000545720	Heather Simonson	Network	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000545737	Amber Jackson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.24
INC000000545765	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000545768	Darrell Wilson	None	None	None	TIR Missed: Yes	1.69
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	2.15
INC000000545773	Denise Iverson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000545782	Norman Nakamura	Application	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	1.23

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INC000000545785	Robin Herrera	None	None	None		TIR Missed: Yes	1.71
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	1.76
INC000000545804	Blaine Cook	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000545831	Kathryn Morrow	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545836	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545914	Junie Anderson	Application	None	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000545964	Andrea Hayes	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546013	Shirley Meyers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546030	Noah Zemke	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546047	Andrea Hayes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	2.14
INC000000546054	Derrek Child	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000546064	Alyssia Minaya	Telecom	Hardware	Telephone		TIR Missed: No	0.05
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000546078	Nancy K Butler	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.45
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000546089	Randi Carter	PC/Laptop	Performance	None		TIR Missed: No	0.35
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000546100	Debra McKee	Application	None	Utah Works		TIR Missed: No	0.43
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000546102	David Monge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546105	Art Cox	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000546111	Patrea Faulkner	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03

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INC000000546114	Shauna Heil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000546120	Malida Stram	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546121	Carlos Vargas	Application	Password	Novell GroupWise		TIR Missed: No	0.18
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000546122	Monty Peart	Application	None	Medicaid Managed Care System		TIR Missed: No	0.68
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000546124	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546129	Candace Gray	Application	None	None		TIR Missed: No	0.36
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000546177	Connie Dumas	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000546182	Blaine Cook	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000546186	Stephanie Mckee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000546201	Robert Moyer	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000546212	Rebecca Banner	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000546220	John Pace	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000546245	Kendrick Lafleur	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.41
INC000000546256	Candace Gray	None	None	None		TIR Missed: No	0.27
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000546271	Brenda Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000546280	Jocelyn Huish	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546293	Tori Henson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.22

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INC000000546301	Gail Boyd	Application	Error	Computerized Unemployment B	TIR Missed: No	0.00
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Medium Closed	TTR Missed: No	0.94
INC000000546304	Janet Gale	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000546305	Wendy Richards	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546325	Mary Gehman-Smith	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000546338	Linda Hansen	Application	Error	None	TIR Missed: No	0.87
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	1.71
INC000000546388	Erin Robinson	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000546401	Caroline Coats	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000546408	Susette Webb	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000546430	Gill Johns-Young	Application	None	Microsoft Word	TIR Missed: No	0.20
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000546436	Lorie Davis	None	None	None	TIR Missed: Yes	1.02
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: No	1.03
INC000000546444	Debbie Lyberger	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.33
INC000000546450	Cindy Bertagnolli	Telecom	Call/Receive	Telephone	TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	2.07
INC000000546459	Shirley Hilton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.16
INC000000546466	Kym Ney	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.24
INC000000546496	Anthony Baker	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low Closed	TTR Missed: No	1.85
INC000000546503	Victoria Solares	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546513	Mike Miller	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.11

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INC000000546568	Jeremiah Borrowman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546570	Samantha Teh	Network	None	DWS Web	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	3.71
INC000000546581	Debbie Westbroek	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000546584	Stella L Salazar	Application	None	Utah Works	TIR Missed: No	0.07
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.31
INC000000546610	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546621	Holly Tanner	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.00
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low Closed	TTR Missed: No	0.93
INC000000546623	Tracia Sullivan	None	None	None	TIR Missed: No	0.11
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000546625	Wendy Richards	Application	Error	eFIND/eSHARE	TIR Missed: No	0.38
	Technical Application Help Desk	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	0.38
INC000000546725	Laurie Wittwer	None	None	None	TIR Missed: No	0.00
	Mainframe Systems Support	Greg Shoop	Workforce Services	Low Resolved	TTR Missed: No	5.58
INC000000546731	William Greer	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546734	Jim Mansfield	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546737	Nancy Sanders	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000546743	Debra Shelley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546745	Laurie Johnson	PC/Laptop	Error	None	TIR Missed: No	0.23
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000546746	Cathy Swain	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546750	Andrew Deifel	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546754	Lyndie Thornton	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.21

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INC000000546755	Fran Cannard	None	None	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000546759	Deann Caussyn	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000546764	Neil Stevens	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Application Support - CATS IV	Robert Love	Workforce Services	Low	Closed	TTR Missed: Yes	6.09
INC000000546769	Eric Martinson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.01
INC000000546774	Lynn Purdin	Application	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546782	Brenda Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546795	Michelle Beebe	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.66
INC000000546804	James Mitchell	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: Yes	14.92
INC000000546810	Jane Randquist	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000546830	Jeff Godfrey	Application	Error	Business Intelligence Tool		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.99
INC000000546836	Tanya Smith	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000546848	Todd Bauerle	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000546872	Gill Johns-Young	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000546928	Stephanie Lemmon	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000546932	Kyle Preston	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000546951	Suzan Pixton	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000546956	John Davenport	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.78

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INC000000546982	Amanda Hopp	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000546986	Dora Ward	None	None	None	TIR Missed: No	0.51
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.65
INC000000546998	Brad Anderson	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	
INC000000547018	Luis Gatica	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.01
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	5.77
INC000000547020	Lillian Bayles	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000547034	Vicki Hiett	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low Closed	TTR Missed: No	0.28
INC000000547039	Sujeet Sukumaran	Network	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000547043	Kandi Kutkas	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000547051	Karen Quackenbush	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	4.26
INC000000547055	Janet Gale	Application	None	Microsoft Word	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.74
INC000000547056	Keith Frank	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.32
INC000000547058	Cyndy McKenzie	None	None	None	TIR Missed: No	0.80
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	2.29
INC000000547075	Melissa McBride	None	None	Internet Explorer	TIR Missed: No	0.03
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000547078	Robert Chambers	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000547087	James Stavros	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Workforce Services	Low Closed	TTR Missed: Yes	10.97
INC000000547119	Kym Ney	PC/Laptop	None	None	TIR Missed: No	0.34
	Metro C Help Desk	Ross Owen	Workforce Services	Low Closed	TTR Missed: No	1.48
INC000000547123	Tracy Schroeder	None	None	None	TIR Missed: No	0.24
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.27

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INC000000547127	Mark Allen Peterson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000547136	Aly Scovil	None	None	None		TIR Missed: No	0.00
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: Yes	14.01
INC000000547140	Mary Sue McMillan-Wong	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547149	Shontelle White	PC/Laptop	Error	None		TIR Missed: No	0.38
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	5.32
INC000000547165	Trenton Willson	Application	None	None		TIR Missed: No	0.43
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.03
INC000000547175	Blaine Cook	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000547177	Glenda Furlong	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000547183	Robert Moyer	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: Yes	21.89
INC000000547186	Amber Hadley	None	None	None		TIR Missed: No	0.92
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000547189	Deann Caussyn	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547195	Kelly Thornton	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	3.53
INC000000547205	William Greer	PC/Laptop	Password	None		TIR Missed: No	0.68
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000547206	Joseph Spear	Network	Password	DWS Intranet		TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	3.58
INC000000547213	Theresa Tann	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000547234	De Ette Richards	Application	None	Citrix ICA Client		TIR Missed: No	0.27
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000547235	Leigh Page	Application	None	Citrix ICA Client		TIR Missed: No	0.23
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000547236	Sherry Bird	Application	None	Citrix ICA Client		TIR Missed: No	0.18
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18

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INC000000547239	Caroline Coats	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000547245	Sheryl Benton	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.79
INC000000547251	Ioana Tooala	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547253	Shane ODeil	Network	Error	Citrix ICA Client		TIR Missed: No	0.32
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.65
INC000000547263	Jennifer Wright	Application	None	Citrix ICA Client		TIR Missed: No	0.27
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000547301	Annie Granger	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000547306	Debra Joan Norton	Application	None	eFIND/eSHARE		TIR Missed: No	0.31
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000547349	Kelly E Rees-Maw	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000547358	Bryan Kessinger	Application	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000547363	Dustin Townsend	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000547365	Jocelyn Juber	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000547366	Irwin Purcell	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000547370	Lauri Green	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000547377	Jan Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000547379	Cathy Swain	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547385	Nicole Kerwood	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547399	Tricia Fuhrman	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000547400	Phuc Nguyen Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547402	Jennifer Doxey Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547405	Jennifer Owens Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547415	Doug Lusty Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547431	Bianca Glasker Metro B Desktop Support	Network Stephanie Young	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000547442	Maryana Valles Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547478	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547511	Nancy Nordlund Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547512	Crystal Neil Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547513	Cheryl Earl Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547514	Desiree Jones Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547515	Michelle Mileski Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547516	Jenny Benson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547517	Alex Zenner Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547519	Susana Acero Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547520	Lori Jacobazzi Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547521	Mark Petrie Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000547522	Dyanna Butterworth	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547523	Logan Ellsworth	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547524	Crystal Beck	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547525	Michelle Mileski	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.25
	Metro A Hosting	Thomas P Jones	Workforce Services	High	Closed	TTR Missed: No	1.94
INC000000547526	Kim Wilcox	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547528	Maritza Rojas-Erickson	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547529	Kalani Huber	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547530	Jennifer Doxey	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547542	Paula Johns	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547544	Sherrie Reed	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547547	Candice Goodwin	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547548	Lori Fox-Bush	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547549	Ryan Hale	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547554	Theresa Tann	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547556	Shane ODell	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547557	Mike Cook	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547559	Debbi Warmus	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000547561	Carrie Papworth Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547562	Doris Robinson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547563	Jane Burt Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547564	David Moore Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547567	Kim Raddon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547569	Rachel Gleason Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547570	Paula Johns Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547571	Susana Acero Application Services	Application Terry Forsgren	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000547572	Paula Johns Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547574	Rochele Jackson Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000547576	William Greer Application Services	Mobile Devices Dustin Crump	Error Workforce Services	Novell GroupWise PDA Connec Low	Closed	TIR Missed: No TTR Missed: No	0.06 4.41
INC000000547582	LaDawn Rivera Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547605	Rod Jensen Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.50
INC000000547607	Maria Nak Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000547611	Toni Jex Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000547613	Michelle Conley Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.56
INC000000547617	Mary Hualde Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20

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INC000000547618	Heather Sawley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.28
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000547621	Mike Miller	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000547624	Blaine Cook	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000547632	Amber Hadley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000547644	Juan Flores	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000547652	Cindy Bertagnolli	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547659	Lonna G Wight	Application	None	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.31
INC000000547664	Cassandra Pickle	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000547668	Mark Wimber	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547672	Teri Brinkerhoff	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547674	Stacy Stenovich	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547675	Keri Myers	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547677	Laura Carter	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547681	Nichole Pusey	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547682	Jeff Dart	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000547683	Denise Clark	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547689	Kim Auburger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000547693	Dora Ward	Application	Error	Utah Works		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000547700	Ruth Warby	None	None	None		TIR Missed: No	0.08
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547704	Angela A Hansen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547709	Michele White-Milgate	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547712	Kevin Kehr	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547713	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.38
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000547721	Cassandra Pickle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000547726	Joseph Spear	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547744	Sharen Welsh	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000547757	Candace Gray	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000547770	Nikki Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547771	Robert Goodwin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000547772	Lori Mair	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547773	Natalie Henderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000547779	Glenda Furlong	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	1.53
INC000000547795	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547803	Ryan Hale	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000547805	Ma'afala Koko Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547810	John Cone Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547811	Natalie Hendrickson Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547813	Mike Cook Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547826	Annamarie Collins Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547855	Bonnie L Kelsey Application Support - UWORKS	Application Shane Otvos	None Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	4.06 6.50
INC000000547859	Cecilia Giron Application Support - MyCase	Application Ilya Oyzerskiy	Error Workforce Services	Mycases Low	Closed	TIR Missed: Yes TTR Missed: No	3.41 3.41
INC000000547874	Dana Martinez Application Support - CATS IV	None Janice Folsom	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 9.17
INC000000547884	Glenda Furlong Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547893	Glenda Furlong Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.03
INC000000547912	Cindy Adams Voice Operations	Telecom Gail Christiansen	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000547928	Katherine Pace Network Operations	None Michael Ostrander	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.09 1.09
INC000000547940	Paula Johns Metro A Help Desk	Remote Connectivity Ed Conrad	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000548123	Kathy Wendel Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548135	Piper Leon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548144	Kathryn Neibert Technical Application Help Desk	Application Michelle Meyer	None Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548155	Jason Teuscher Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000548169	Nancy Galt	None	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000548176	Michele Cuburu	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000548193	Carolyn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000548223	Heather Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548251	Heather Kelsey	Network	None	None		TIR Missed: No	0.20
Metro A Desktop Support		Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000548253	John Evans	PC/Laptop	Error	PGP		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000548257	Joshua Reeves	None	None	None		TIR Missed: No	0.18
Rural North Desktop Support		Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000548263	Heather Kelsey	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000548293	Sara Stoffers	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000548294	Christina Dahn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
Voice Operations		Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000548296	Terry Hansen	Network	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000548299	Michelle Wright	Application	Error	Adobe Flash		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000548301	Kasandra Asay	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548319	Carolyn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.11
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000548338	Brittney Hemingway	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000548373	Gordon Snow	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548390	Jackie McAtee	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000548417	Justin Williams	Telecom	IP	Telephone		TIR Missed: No	0.07
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000548419	JaNea Lund	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000548427	John Dietrich	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000548434	Jeremiah Borrowman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548435	Katriina Adair	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.05
INC000000548436	Heather Loertscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548451	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548455	Dana Parke	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548456	Janina Von Hartmann	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548458	Andrea Henderson	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000548461	John Olson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548462	My Tran	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548469	Denise Pierson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000548471	Mary Sue McMillan-Wong	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: Yes	7.17
INC000000548472	Kathy Wendel	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000548473	Estefana Gutierrez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548485	Rachel Gehring	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23

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INC000000548490	Gregory Bates	None	None	None		TIR Missed: Yes	1.16
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.16
INC000000548518	Tanya Smith	None	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	2.91
INC000000548532	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548559	Nancy Galt	Telecom	Feature	Telephone		TIR Missed: No	0.07
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000548563	Heather Loertscher	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000548582	Susy M Westphal	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000548597	Joe Edman	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000548601	Melissa Daymont	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000548603	Brandon Haslam	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000548623	Jackie McAtee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000548636	Peggy Barton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000548645	Tyrone Bonner	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000548666	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548682	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548703	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548705	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548707	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000548708	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548738	Timothy Budd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548744	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548768	Troy Evans	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548813	Debra Joan Norton	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548818	Rachana Keo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000548819	Darci Burnett	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548863	Mark Allen Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548902	Happi Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548907	Lawnie Rasmussen	None	None	None		TIR Missed: No	0.65
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000548954	Jerry Culwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000548958	Stacie Tonks	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000548973	Lauri Green	Application	Error	Utah Works		TIR Missed: No	0.41
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.32
INC000000549112	Carlos Arroyo	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000549136	Rene Meza	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549137	Courtney Marshall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549139	Pamela Surakhun	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000549151	Lynn Thomas	Telecom	None	Telephone		TIR Missed: No	0.38
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.77
INC000000549153	Rick Maners	None	None	None		TIR Missed: No	0.42
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000549157	Lynnette McKee	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	1.71
INC000000549219	Jackie McAtee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549222	Chris Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549241	Ulysses Tongaonevai	None	None	None		TIR Missed: Yes	2.52
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.52
INC000000549264	Curt Stewart	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549282	Lauryn Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549287	Sonia Ayala	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549292	Wendy Horne	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000549295	Ryan Peterson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000549300	Jeana Bahr	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000549315	Timothy Dye	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000549321	Michelle Viertel	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000549332	Chris Baker	Telecom	Voice Mail	Telephone		TIR Missed: No	0.42
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000549337	Robin Day	None	None	Mycases		TIR Missed: No	0.00
	Technical Application Help Desk	Debbie Campbell	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000549343	Annamarie Collins	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	1.68

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INC000000549357	Anne Vincent	None	None	None		TIR Missed: No	0.08
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000549375	Jeremy Barton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	3.86
INC000000549407	Stacy Stenovich	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000549457	Chris Baker	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000549546	Elleisha Knowlton	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549556	Jamar Lee	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: Yes	7.80
INC000000549558	Cristina Chavez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549564	Pamela Surakhun	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549569	Penney Chipp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549614	Kasandra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549615	John Pace	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	2.54
INC000000549619	Rebecca D Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.32
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000549661	Pamela J Wilson	None	None	None		TIR Missed: Yes	1.73
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	5.24
INC000000549668	Elleisha Knowlton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549670	Pamela J Wilson	None	None	None		TIR Missed: Yes	2.43
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.43
INC000000549673	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549681	My Tran	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19

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INC000000549706	Heather Loertscher	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	5.98
INC000000549732	Shelley Esplin	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549734	Melody Farnsworth	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549746	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	1.67
INC000000549750	Allen Penrod	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.60
INC000000549755	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549756	Clint Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000549762	Brian Peirce	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000549771	Carol Lowman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549773	Ryan Reeder	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549789	Matthew Goodman	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.07
INC000000549797	Jill Black	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: Yes	8.37
INC000000549802	Joan Norton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549805	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549818	Antonette Gray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549827	Stefanie Elscamp	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000549859	Jeremy Barton	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	1.51

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INC000000549883	Matthew Jacobsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549898	Lauryn Miller	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000549911	Robert Chambers	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000549923	Kym Ney	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549927	Andy Platt	Application	Password	Content Manager		TIR Missed: No	0.50
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000549936	Kelly Thornton	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549955	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549966	Jackie McAtee	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000549988	Evelyn Gonzales	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	1.54
INC000000549991	Michelle Slaughter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550028	Curt Cooper	Telecom	Voice Mail	None		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000550068	Jamie Guenon	PC/Laptop	Performance	None		TIR Missed: No	0.30
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	1.46
INC000000550070	Alexia Murphy	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000550080	Leigh Page	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550083	LeAnn Hatfield	Application	Password	Utah Works		TIR Missed: No	0.07
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	7.08
INC000000550089	Lindsey Caffall-Davis	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550091	Ryan Hale	None	None	None		TIR Missed: Yes	1.07
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Resolved	TTR Missed: No	1.07

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INC000000550092	June Bradfield Metro A Hosting	Application Thomas P Jones	Error Workforce Services	Citrix ICA Client Medium	Resolved	TIR Missed: No TTR Missed: No	0.00 1.06
INC000000550093	De Ette Richards Technical Application Help Desk	Application Michelle Meyer	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: No	1.06 1.06
INC000000550104	Nichole Pusey Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550108	Carol Lowman Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550110	Kim Wilcox Metro B Desktop Support	Application Sean Chadbourne	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.89 0.89
INC000000550114	Terresa L Graham Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550116	Susy M Westphal Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550117	Verlin Christensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550121	Verlin Christensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550122	Peggy Barton Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550125	Lida Khoshal Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550128	Denice Springer Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550132	Karen Shepherd Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000550137	Jane Randquist Metro C Help Desk	None Ross Owen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550141	Stacie Tonks Application Support - UWORKS	Application Eric Strong	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000550149	Courtney Marshall Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550196	Shelly Ivie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000550250	Jacoy Richens	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550288	Solomon Scheidell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550293	Robyn Thomas	Application	None	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000550365	Stacy Stenovich	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.03
INC000000550381	Jason Teuscher	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000550382	Bonnie L Kelsey	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.19
INC000000550386	Helen Sawyer	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550397	Kelley R Meredith	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550411	Abel Macias	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000550419	Jason Teuscher	None	None	None	TIR Missed: Yes	2.76
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	3.31
INC000000550423	Chris Cook	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550440	Melissa Beagley	None	None	None	TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.25
INC000000550451	Nathan Dopp	None	None	None	TIR Missed: No	0.14
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000550462	Chris Cook	None	None	None	TIR Missed: No	0.03
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.05
INC000000550466	Helen Hanson	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000550469	Dawn Nelson	Application	Error	None	TIR Missed: No	0.00
	Application Support - APEX	Dave Clark	Workforce Services	Low Resolved	TTR Missed: No	1.38
INC000000550487	Linetta Moyes	PC/Laptop	Error	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.75

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INC000000550501	Fran Cannard	Telecom	Call/Receive	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000550509	Mary Sue McMillan-Wong	Telecom	IP	None		TIR Missed: No	0.04
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	2.74
INC000000550510	Debbi Warmus	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000550526	Rosa Jimenez	Application	Reporting	Utah Works		TIR Missed: Yes	1.71
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.06
INC000000550535	Chuck Curtin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550544	Sandra Pyper	None	None	None		TIR Missed: Yes	1.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.55
INC000000550552	Kayleen Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550562	Jeff Godfrey	None	None	None		TIR Missed: No	0.43
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.19
INC000000550564	Matthew Jacobsen	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	2.81
INC000000550580	Brandon Haslam	None	None	None		TIR Missed: Yes	1.11
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.54
INC000000550591	Lindsey Caffall-Davis	PC/Laptop	Password	None		TIR Missed: No	0.23
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	1.39
INC000000550600	De Ette Richards	Application	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.78
INC000000550625	Carol Goode	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550630	Cristy Fielding	None	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000550642	Matthew Jacobsen	Application	None	eFIND/eSHARE		TIR Missed: No	0.66
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000550649	Casey Lance	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000550662	Blaine Cook	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.60

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INC000000550682	Gaylene Pebley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550684	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550714	Mark Sorenson	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000550719	Paula Lange	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550720	Paula Lange	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550740	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.79
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	5.31
INC000000550741	Vint DeGraw	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000550744	Sujeet Sukumaran	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000550753	Elaine Jensen	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	0.94
INC000000550785	Jackie Nielson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550799	Lela King	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550825	Glenda Furlong	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000550830	Kim Raddon	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	1.45
INC000000550836	Terrie Bouck	Application	None	None		TIR Missed: No	0.72
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000550871	Ali Rasheed	Application	Error	Utah Works		TIR Missed: Yes	3.05
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	4.50
INC000000550877	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550878	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000550881	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550885	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550889	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550893	Shelley Esplin	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550898	Molly Wengreen	None	None	None		TIR Missed: Yes	2.60
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.60
INC000000550903	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000551012	Valerie Martin	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551023	Alisha Baker	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551033	Javier Hernandez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551043	John Olson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551056	Jeff Shockley	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000551064	Fran Cannard	Telecom	Dial Tone	Telephone		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000551069	Brad V Bailey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: Yes	6.45
INC000000551075	Estefana Gutierrez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551098	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551115	Valerie Seidel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551118	Anna Rodriguez	None	None	None		TIR Missed: Yes	14.13
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: Yes	14.13

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INC000000551128	Rebecca Murdock	Application	None	None		TIR Missed: No	0.94
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.94
INC000000551134	Sherry Stevens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551135	Ioana Tooala	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000551153	Ben Stalling	None	None	None		TIR Missed: Yes	1.99
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.61
INC000000551157	Kalani Huber	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000551166	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551168	Angela A Hansen	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551187	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.74
INC000000551188	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000551198	Glen Nickerson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551221	Mary Sue McMillan-Wong	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551233	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.02
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000551239	Nicola Stark	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	2.57
INC000000551240	Janean Justham	Telecom	Call/Receive	None		TIR Missed: No	0.19
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000551256	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551258	Glenda Furlong	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000551260	Mary Sue McMillan-Wong	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.38

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INC000000551292	Meagan McDermaid Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551310	Keith Frank Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.18
INC000000551313	Sonia Fowler Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes Resolved TTR Missed: Yes	1.07 8.95
INC000000551320	Tori Henson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551360	Teresa Fulton Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551362	Dan Nelson Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551384	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551386	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551387	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551388	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551395	Carrie Peterson Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551397	Randy Hopkins Rural North Desktop Support	Mobile Devices Kim Ratushniak	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551399	Vilma Flores Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551404	Leslie Minaya Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551407	William Greer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000551546	Shirley Hilton Rural North Desktop Support	Print/Copy/Scan/Fax Don Higgs	Toner/Fuser/Ink Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.33
INC000000551549	Tracia Sullivan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.16

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INC000000551557	Heather Loertscher	None	None	None		TIR Missed: Yes	6.13
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: Yes	6.13
INC000000551560	Colby Dalton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551564	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000551566	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000551572	Norene Webster	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551591	Rochele Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551603	Lauri Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000551634	Melanie Barker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000551639	Ryan Budge	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Doug Law	Workforce Services	Low	Resolved	TTR Missed: No	1.33
INC000000551648	Jolie Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551680	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551693	Lori Shook	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551700	Teresa Swensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551719	Helen Hadad	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551724	Devin Shipp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551754	Darla Roberts	Telecom	None	None		TIR Missed: No	0.34
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000551783	Darla Roberts	Telecom	None	None		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.59

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INC000000551791	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551798	Amanda McPeck	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551800	Michelle Toa	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551805	Angel Grossaint	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551814	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551818	Lauri Green	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551819	Katherine Pace	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551821	Shirley Hilton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551822	Daniel Felts	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551829	Jennifer Domenici	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.22
INC000000551833	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551839	Cheryl Karren	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551841	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551857	Trenton Willson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000551870	Dyanna Butterworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551890	Debra Mace	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000551893	Scott Teuscher	None	None	None		TIR Missed: No	0.64
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.70

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INC000000551903	Brittney M Woodland	None	None	None		TIR Missed: No	0.45
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000551905	Jolie Bevers	None	None	None		TIR Missed: No	0.37
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000551908	Kathy Hansen	None	None	None		TIR Missed: No	0.32
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000551912	Rachael Stewart	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000551916	Kent Njord	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000551920	Robert Birkinshaw	Application	Password	Utah Master Directory		TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000551927	Pilar Reyna	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551930	Dana Martinez	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000551948	Neil Stevens	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.66
INC000000551964	Jacqueline Parker	None	None	None		TIR Missed: No	0.75
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.91
INC000000551966	Nate Talley	None	None	None		TIR Missed: No	0.14
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000551985	Vicki Hiett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551987	Vanessa Mann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552006	Phay Panh	None	None	None		TIR Missed: No	0.46
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000552007	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552009	Michael Barrett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552010	Garth Anderson	None	None	None		TIR Missed: No	0.52
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.09

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INC000000552013	Troy Lamb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552022	Courtney Marshall	Application	Error	Utah Works		TIR Missed: No	0.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.15
INC000000552024	Melody Farnsworth	Application	None	Utah Works		TIR Missed: No	0.11
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000552025	Sheryl Nisely	Network	None	None		TIR Missed: No	0.36
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000552031	Gill Johns-Young	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	2.28
INC000000552046	Debbie Lyberger	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552079	Blaine Cook	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000552122	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552123	Bryan Kessinger	Print/Copy/Scan/Fax	Incident	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552148	Scott Smith	Telecom	Dial Tone	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552156	Estefana Gutierrez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552179	Stacy Stenovich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552189	Karen A Williams	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000552213	Gary Williams	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552222	Rick Brenkmann	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	3.25
INC000000552223	Jeremy Barton	Application	Reporting	PGP		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000552236	Gill Johns-Young	Application	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.24

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INC000000552237	Crystal Beck Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.10
INC000000552240	Elizabeth Bailey-Durst Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.17 0.17
INC000000552244	Colette Cox Rural South Desktop Support	None Joel Finlinson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.04
INC000000552252	Koral Vasquez Rural North Desktop Support	Application Rodney Peterson	Error Workforce Services	Novell GroupWise 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.30
INC000000552256	Gaylene Pebley Rural North Desktop Support	Network Ryan Casey	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552258	Katie Lee Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552265	Katie Lee Voice Operations	Application Julie Sabato	Password Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.47
INC000000552298	Lance Olsen Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.09
INC000000552307	Lisa Weinmuller Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.08
INC000000552308	Peggy Killian Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552313	Neil Stevens Metro A Desktop Support	Application Michael Barth	Error Workforce Services	Microsoft Windows XP Professional Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.09
INC000000552318	Katie Dietz Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell Messenger Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.13
INC000000552372	Debbie Garretson Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.59
INC000000552387	Darla Roberts Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.35 0.35
INC000000552398	Angi Nielsen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.90
INC000000552402	Deborah Servis Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.76
INC000000552418	Anne Gilbert Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Intranet Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21

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INC000000552438	Norene Webster Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise 32-bit Windo Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000552457	Shawn Mansell Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.10 2.41
INC000000552461	Phuc Nguyen Metro A Help Desk	Application Ed Conrad	None Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552462	Jeudi Chav Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552475	Elizabeth Bailey-Durst Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000552488	Fran Cannard Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000552496	David Ashby Metro A Desktop Support	PC/Laptop Michael Barth	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000552503	Heather Knowlton Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000552548	Fran Cannard Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000552565	Jayme Day Metro A Desktop Support	Application Michael Barth	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.43 1.88
INC000000552581	Sandy Flores Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552587	Judy Kearns Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000552611	Glenda Furlong Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.52 0.52
INC000000552617	Jeff Shockley Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552625	Elizabeth Cheney Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	3.06 3.06
INC000000552633	Susan Munk Rural South Desktop Support	PC/Laptop Lance Nay	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552637	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000552643	Terri Waters	Application	Reporting	Content Manager	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000552655	Terri Waters	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000552662	Kathy Guymon	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000552679	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000552685	Sara Schultz	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000552692	Ashley Ledbetter	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000552698	Kaylee Ashdown	Application	None	Novell GroupWise	TIR Missed: No	0.15
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.18
INC000000552703	Keith Heaton	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000552706	Linda Wallentine	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000552720	Jim Holman	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	
INC000000552724	Leslie Johnston	None	None	None	TIR Missed: No	0.00
	Enterprise Security	Jed Johnson	Workforce Services	Low Resolved	TTR Missed: No	0.56
INC000000552725	fran cannard	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	0.15
	Network Operations	Michael Ostrander	Workforce Services	Low Resolved	TTR Missed: No	0.58
INC000000552748	June Conn-Solomon	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	1.37
INC000000552782	David Chatterley	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.49
INC000000552783	Lien Le	None	None	None	TIR Missed: No	0.18
	Application Support - UWORKS	Shane Otvos	Workforce Services	Medium Resolved	TTR Missed: No	0.30
INC000000552808	Mary McConaughy	Network	Incident	None	TIR Missed: No	0.16
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.16
INC000000552811	Sariah Hunt	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	0.11

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INC000000552834	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552871	Shari Elliott	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	3.39
INC000000552872	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552883	Michelle Mileski	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552886	Desiree Jones	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	1.84
INC000000552891	Jamar Lee	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552901	Penni Dehaan	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552904	Tiffany Whitney	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000552911	Sandra Pyper	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552917	Kerrie Jensen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: Yes	6.48
INC000000552925	Solomon Scheidell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552938	Dimang Chao	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000552945	Rachana Keo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000552957	Deborah Hamlett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552966	Wendy Richards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000552979	Jenifer Roylance-Franco	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000552981	Brandon Street	None	None	None		TIR Missed: No	0.24
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	5.36

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INC000000553015	June Conn-Solomon	None	None	None		TIR Missed: No	0.01
	Application Support - Content Management	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000553037	Iris Sutton	Application	Password	Utah Master Directory		TIR Missed: No	0.24
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000553058	Tom Olsen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000553070	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000553071	James Mitchell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	4.98
INC000000553089	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553100	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553105	Abel Macias	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553109	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000553123	Troy Lamb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553130	Brad Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553131	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553135	Jared Henricksen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553137	Eden Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553145	Kelly L Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553156	Angi Nielsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553167	John Davenport	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000553168	Michele Cuburu Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21
INC000000553174	Kevin Burt Application Services	None Dustin Crump	None Workforce Services	Data Synchronizer Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.17
INC000000553201	Cindy Bertagnolli Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553204	Debra McKee Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553205	Vint DeGraw Voice Operations	None Romanza Hamblin Sorensen	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 2.26
INC000000553209	Dana Simper Enterprise Security	None Ken Wheeler	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.56
INC000000553234	Ali Rasheed Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
INC000000553245	Robin Parker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553247	Jennifer Domenici Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553260	Mary Ann Lawson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.77
INC000000553272	fran cannard Network Operations	Telecom Jeff Reed	Dial Tone Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.00 5.30
INC000000553348	Andrea Henderson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.60
INC000000553367	John Evans Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.34 1.12
INC000000553378	Melanie Merrill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553382	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553385	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553439	Susan Etzel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000553442	Janet Butterfield	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553445	Janet Butterfield	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553515	Sylvia Pineda	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.82
INC000000553523	David Moore	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553529	Susana Acero	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000553549	Sariah Hunt	None	None	None	TIR Missed: No	0.60
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: No	2.64
INC000000553554	Heather Loertscher	None	None	None	TIR Missed: No	0.37
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	0.37
INC000000553562	Verner Iglesias	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553584	Neil Stevens	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.48
INC000000553595	Michele Cuburu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.17
INC000000553618	June Conn-Solomon	Network	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.35
INC000000553620	John Davenport	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553628	Tracy Schroeder	None	None	None	TIR Missed: No	0.16
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Resolved	TTR Missed: No	1.83
INC000000553632	Taylee Foulger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553640	Stella Lenzen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.17
INC000000553651	Fay Tan	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low Resolved	TTR Missed: No	1.66
INC000000553653	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000553674	Lois Jones	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.89
INC000000553679	Cristina Chavez	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000553688	Michelle Toa	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000553694	Fred Fonseca	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000553705	Scott Jensen	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	2.82
INC000000553713	Sara Hudgins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553722	Rebecca Weston	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000553728	Helen Hadad	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000553730	Mary Zorn	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000553745	Shauna Havey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553768	Melody Harkwright	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553769	Michael Nixon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553774	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000553794	Angi Nielsen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553827	Christine Mayne	None	None	None		TIR Missed: Yes	3.92
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	10.79
INC000000553834	Marina Martin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000553848	Caralee C Crye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000553849	Cathy Iriart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000553852	Marion Eckersley	None	None	None	TIR Missed: No	0.27
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.70
INC000000553865	Ashley Baker	None	None	None	TIR Missed: No	0.27
	Application Support - Content Management	Randall Ottesen	Workforce Services	Low Resolved	TTR Missed: No	0.27
INC000000553868	Connie I Fowler	None	None	None	TIR Missed: No	0.15
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.25
INC000000553870	William Hoang	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553887	Becky Chambers	None	None	None	TIR Missed: No	0.10
	Application Support - Web Dev	Christopher Schalk	Workforce Services	Low Resolved	TTR Missed: No	5.94
INC000000553898	Nate Palmer	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000553915	Russell King	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553941	Nate Palmer	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553953	Jeff Godfrey	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000553954	Lane London	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554097	Laurie Wittwer	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554098	Kristie Mikstas	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554185	Carrie Mayne	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554187	Rick Little	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High Resolved	TTR Missed: No	0.00
INC000000554190	Rick Little	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High Resolved	TTR Missed: No	0.00
INC000000554207	Robert Chambers	Application	None	Novell GroupWise	TIR Missed: No	0.49
	Application Services	Martin Gonzalez	Workforce Services	Low Resolved	TTR Missed: Yes	6.37

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INC000000554211	Joanna Smith	Application	None	Content Manager	TIR Missed: No	0.19
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.28
INC000000554215	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554225	Tino Gutierrez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.32
INC000000554229	Sharon Lowe	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.17
INC000000554245	Sharon Lowe	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554271	Tina Dunyon	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000554273	Nune Phillips	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000554281	Eric Anderson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.17
INC000000554284	Jennifer Domenici	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000554288	Cindy Bertagnolli	None	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.16
INC000000554291	Jolie Bevers	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	1.85
INC000000554306	Rob Haltom	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000554309	CindaLee Hall	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000554319	Vanessa Washington	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000554330	Debra Nordfelt	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	2.59
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low Resolved	TTR Missed: No	2.59
INC000000554401	Joseph Demma	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.09
INC000000554409	Candace Gray	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000554414	Alana Boscan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000554422	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554427	Victoria Solares	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554432	Sariah Hunt	None	None	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.72
INC000000554435	Lanette Best	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000554458	Tellina Zavala	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000554464	Jill Kunde	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554486	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554549	Blaine Cook	None	None	None		TIR Missed: No	0.57
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000554555	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554556	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554587	Ammi Rowley	None	None	None		TIR Missed: No	0.07
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.47
INC000000554631	David Ashby	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000554638	Miri Parker	None	None	None		TIR Missed: Yes	1.67
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.34
INC000000554640	Carol Jennings	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554669	Matthew Larson	None	None	None		TIR Missed: No	0.09
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000554682	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000554688	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000554691	Trenton Willson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554702	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000554751	Melissa Schneller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554763	Rod Gordon	None	None	None		TIR Missed: Yes	2.35
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Closed	TTR Missed: No	2.35
INC000000554764	Lien Le	None	None	None		TIR Missed: No	0.24
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000554767	Nancy Galt	Telecom	Call/Receive	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000554801	Thomas Paul	None	None	None		TIR Missed: No	0.25
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000554816	Stacy Neal	None	None	None		TIR Missed: Yes	1.26
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	5.44
INC000000554891	Connie Perez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000554918	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554937	Timothy Budd	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000554950	Kandi Kutkas	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.42
	Technical Application Help Desk	Debbie Campbell	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000554961	Paul Wright	None	None	None		TIR Missed: No	0.73
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000554968	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554973	Marjorie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000554978	Brandy Kulow	None	None	None		TIR Missed: No	0.11
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.11

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INC000000554982	Galina Greer	None	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.21	
INC000000555005	Leslie Johnston	None	None	None		TIR Missed: No	0.14
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.14	
INC000000555012	Lori Newren	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555013	Jay Hafen	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555014	Melinda Indo	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555015	Jayne Kimber	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555043	Connie Green	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09	
INC000000555049	Brian Prettyman	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		
INC000000555059	Kevin Kehr	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555060	Jackie Christensen	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.13	
INC000000555061	Jackie Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10	
INC000000555065	Alicia Rodgers	None	None	None		TIR Missed: No	0.18
Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved	TTR Missed: No	1.02	
INC000000555082	Loggins Merrill	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		
INC000000555085	EasterSeals EasterSeals	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04	
INC000000555092	Christina Dahn	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555105	Natalie Hendrickson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000555119	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	

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INC000000555124	Amanda Hopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555135	Alicia Rodgers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555139	Marina Hilton	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000555159	Chris Reed	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000555187	Kathy Guymon	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555192	Carla Navarro	None	None	None		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000555194	Connie Perez	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000555213	William Greer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555241	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555320	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555327	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555331	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555335	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555352	Tracy Schroeder	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555397	Chris Reed	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000555437	Robin Parker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555441	Hsa Kpaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000555451	Joseph Spear	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555463	Joseph Spear	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555519	Brandon Street	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555520	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00